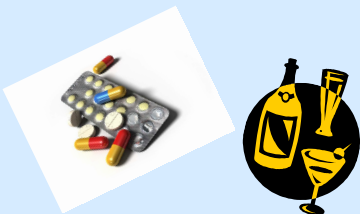


Once Emergency Help Arrives:

Get out of their way, so that they can do the job they are trained to do. That is the best help you can offer them!

Answer all of their questions as honestly and clearly as you can. If you don't know an answer, tell them you don't know. No answer at all, is better than a wrong one!

If alcohol or drugs were involved, this is important information that can make a difference in the treatment choices the medical personnel make. Be sure to give them accurate, honest information if they ask about these.



The City of Des Moines Emergency Service Providers:

- Police
- Fire
- EMS/ Ambulance
- Dispatch

CARE ABOUT YOU!

We are here to help and provide service to our community 24 hours a day, 7 days a week, 365 days a year.

If you should have a non-emergency question, feel free to call the non-emergency number :222-3321.



Brought to you by:

The West Des Moines Police Department
Community Education/Outreach

515-222-3333

www.wdm-ia.com

**West Des Moines Police
Department's**



Guide to
the Proper
Use of
911

You could save a life-
By knowing how to use
911 properly!

What are some reasons that you may need to call 911?

When you call 911, you do it to ask for help from either the police, fire department or medical services.

You should only call 911 in case of an emergency. Examples include:

- Breathing difficulty or stopped breathing
- Choking
- Chest pain
- Uncontrollable bleeding
- Drowning
- Electrocution
- Poisoning
- Someone will not wake up
- Fire
- A crime is being committed
- Severe injuries



Calling 911 is certainly not limited to these types of situations, but they give you an idea of what would be considered an "emergency."

What do I do when I call 911?

Speak calmly and clearly to the operator.

Tell the 911 operator:

- What the emergency is
- Where you are located (address and phone number)?
- How old the person is who needs help?
- Are they conscious/unconscious?
Breathing or not?



The 911 operator will give you direction as to what to do. Follow them exactly as they are told to you. They will usually keep you on the line until help arrives at your location.



How can you help before emergency help arrives?

If the emergency is a crime that was committed, write down what you saw, so you don't forget the details. (Descriptions of suspects, vehicles, times, direction of travel, etc.)

If the emergency is an injured person, reassure that person that help is on the way. Comfort them *without* moving them. Put any pets away that may interfere with the emergency personnel doing their job.

Make sure the address is visible and clearly lit (if the emergency occurs at night).

If the emergency is a fire, try to keep others away from the structure. Don't enter the burning structure to go after anyone or anything inside—the firefighters will arrive soon to rescue those who need them with protective equipment and gear to help them do their job safely!

